FFS Iowa Health Home Program IMPA

November 2021

IMPA Training

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Iowa Medicaid Portal Access
Introduction

- ## What is IMPA?

   IMPA is a portal the Health Home uses to manage enrollment, dis-enrollment, updates to the member's assessment, and utilization of reports to manage the Medicaid population.

- ## Who would benefit from IMPA?

   Health coaches, care coordinators, and billing staff are some of the staff that may utilize IMPA for the health home program. It is important to provide access to any staff that will be managing this patient population and attesting for payment.

Department of
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Iowa Medicaid Portal Access
Introduction

- ## Objectives
  - ➢ Understand how to submit an enrollment request, update an assessment or disenroll a fee-for-service member.

  - ➢ Learn the reporting functions within IMPA to know when members are actively enrolled, assessments are coming due and attesting for payment.

Department of HUMAN SERVICES

How to obtain IMPA access

- Navigate to https://secureapp.dhs.state.ia.us/impa/Default.aspx
  Click the hyperlink "Click here for the User Registration Guide"

  The IMPA registration guide can be found at
  https://secureapp.dhs.state.ia.us/impa/Assets/IMPAUserRegistration.pdf

  Once you have created your profile you will be redirected to the login
  page.

  On your first entry you will be directed to choose three security questions
  that will be used for password resets and maintenance of your account.

  Choose a security question from the dropdown box, answer the question.
  You must choose 3 different security questions.
  When all 3 questions have been chosen and answered, click on the
  SAVE button. This will record your answers and you will be directed to
  the main portal page. (Only you will know these secret questions and
  answers. If you forget them, IME staff will not be able to help you in
  retrieving them.)

Health Home Access

Complete the Health Home IMPA Access Form

https://dhs.iowa.gov/sites/default/files/470-5116.pdf?102820211522

If you need access to upload files for Health Home Chart Review and have Health Home Access complete this form

https://www.tfaforms.com/251654

Access to other Information in IMPA For IHH

- [HCBS Critical Incident Reporting Access Request Form](#)
- [HCBS Residential Assessment](#)
- [To find Informational Letters](#)
- To subscribe to Informational Letters, contact impasupport@dhs.state.ia.us
- [Core Standardized Assessment (CSA) IMPA Document Access Request Form](#)
- [Client Participation Access Form](#)

[Tools, Training, and Initiatives | Iowa Department of Human Services](#) to help you find all of the potential access needed for IMPA

IMPA Training
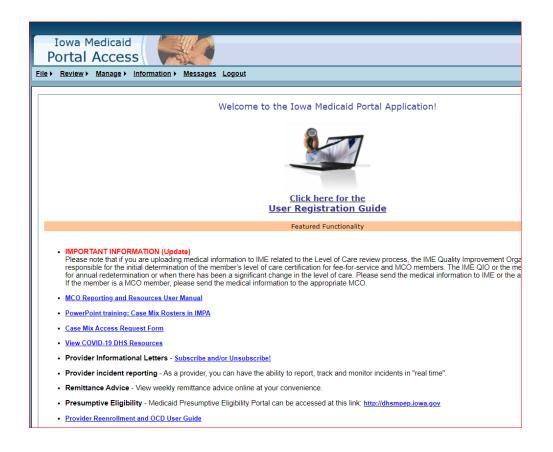
Logging On

Logging On

Once signed into IMPA you will be asked to accept conditions of the program.

Logging On

- Once signed into IMPA this is your home screen.
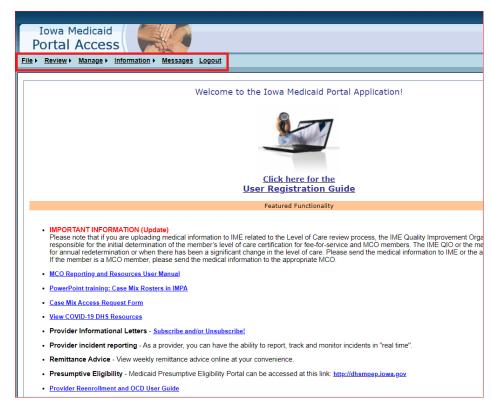
IMPA Training

The Home Screen

The Home Screen

On your home screen, at the top, is the functions of IMPA. Please note that our capabilities maybe different than yours. We will show you the major categories.

The tabs across the top:

- File
- Review
- Manage
- Information
- Messages
- Logout

The Home Screen

- Hovering over file, you will work with Health Home, Member Lookup and Upload File.

- Hovering over Review, you will work with Health Home Report

IMPA Training

Member Look-Up & Demographics

Looking up member

- A very easy and useful function of IMPA to look up a member using their State ID number to see if they are eligible for Health Home Services.
- Navigate to *File, Member Look-Up*. Enter the State ID - selecting Medicaid or Hawki will impact your search.

Member Demographics

- When you have found the member, click the Demographics tab, you can verify the member's address on file. To identify all the programs and services the member is eligible for click the Programs/Services tab.
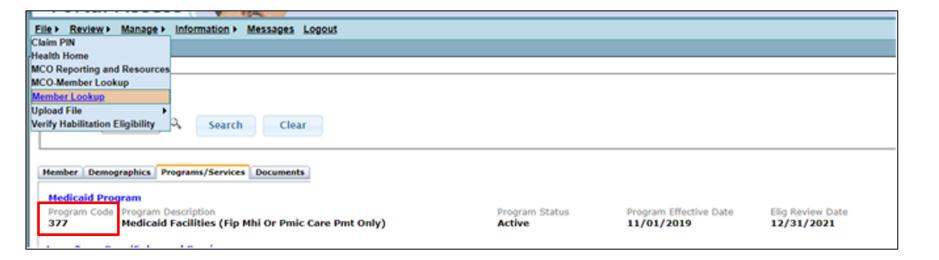
Looking up member & eligibility

- Programs/Services
- This screen shot shows a member that has full Medicaid and is eligible for Health Home Services. Please note the following identifiers:
- Program status is active
- Program Code: 377 – Program code please see next page.

Looking up member & eligibility

- The program code 377 indicates the member has full Medicaid services and can be enrolled in Health Home Services.

- Here is a list of other approved program codes.

  Traditional Medicaid Codes

130	131	137	138	140	142	143	308	370	372
373	377	390	421	423	428	429	461	462	464
630	632	633	637	640	642	643	732	735	920

  Traditional Medicaid and Waiver Services

136	631	636	638
645	731	733	734

  IHWP Medically Exempt

501	531

  Medicaid for Employed Persons with Disabilities

60M

IHWP Examples

IHWP Not Medically Exempt

| Member | Demographics | **Programs/Services** | Fostercare | Documents |

Medicaid Program

Program Code	Program Description	Program Status	Program Effective Date	Elig Review Date
531	**Adult Expansion Group (Iowa Marketplace Choice)**	**Active**	**06/01/2021**	**12/31/2021**

Long Term Care/Enhanced Services
No records found.

IHWP Medically Exempt

| Member | Demographics | **Programs/Services** | Fostercare | Documents | ·⊙ading... |

Medicaid Program

Program Code	Program Description	Program Status	Program Effective Date	Elig Review Date
501	**(Iowa Wellness Plan)**	**Active**	**03/01/2021**	**08/31/2022**

Long Term Care/Enhanced Services
No records found.

Department of
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Advanced Search

- Click on Member Lookup
- Click the spyglass next to State ID

Advanced Search

- A search box will open

Advanced Search

- Enter Advance Search options – Displays first 15 active and tentative members for Search results

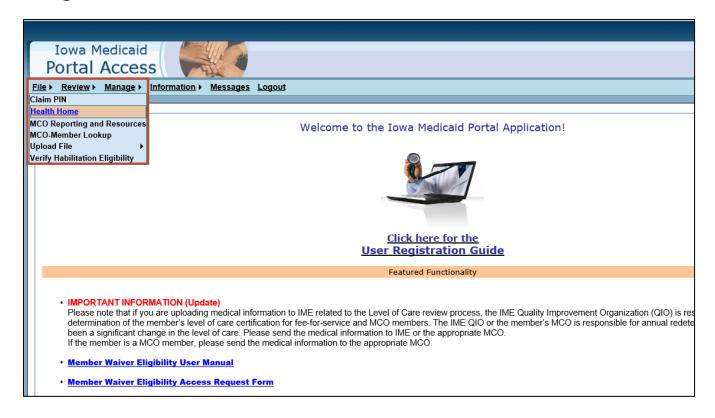- You can choose any from the list OR modify the search for narrow results
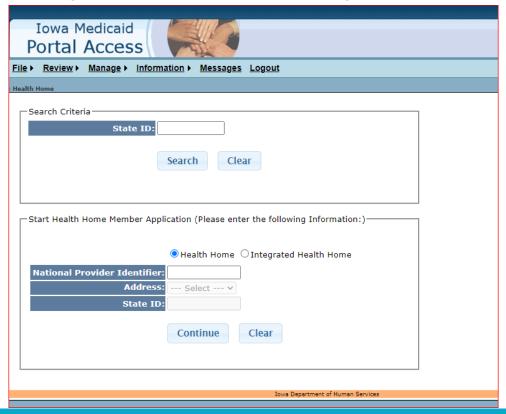
IMPA Training

Member Enrollment Request

Member Enrollment Request

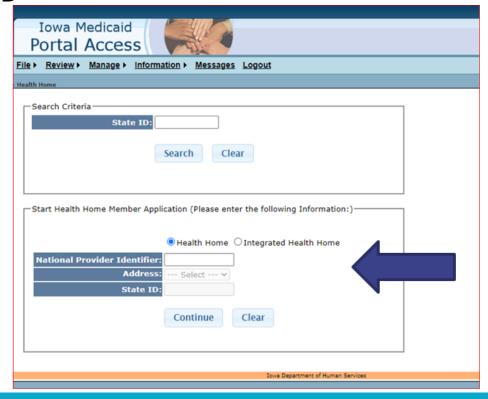- Log into IMPA, hover over *File* and select *Health Home.*

Member Enrollment Request (continued)

- The screen shot below shows 2 options:
    - Search Criteria – State ID
    - Start Health Home Member Application
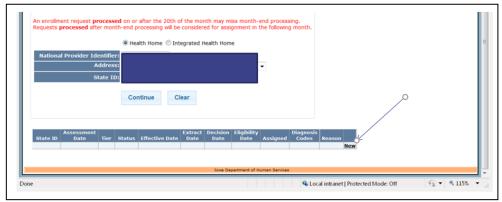   - Using the radio button, select *Integrated Health Home*

Member Enrollment Request
(continued)

- Enter National Provider Identifier
- Press tab for the address file. The system will show you the address associated with the NPI – click enter or tab
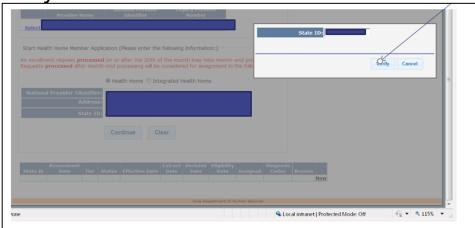- Enter the State ID

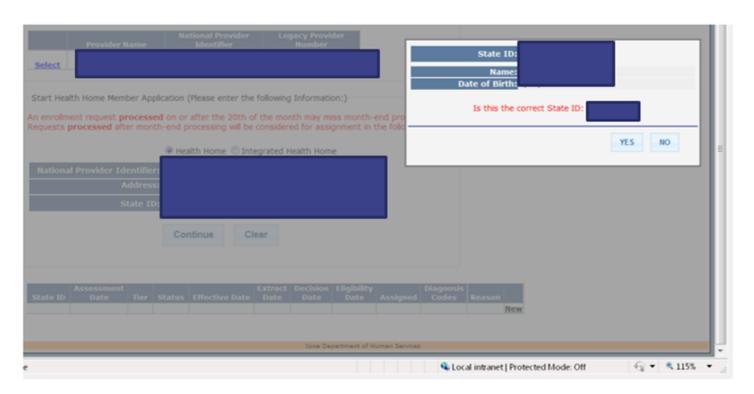# Member Enrollment Request
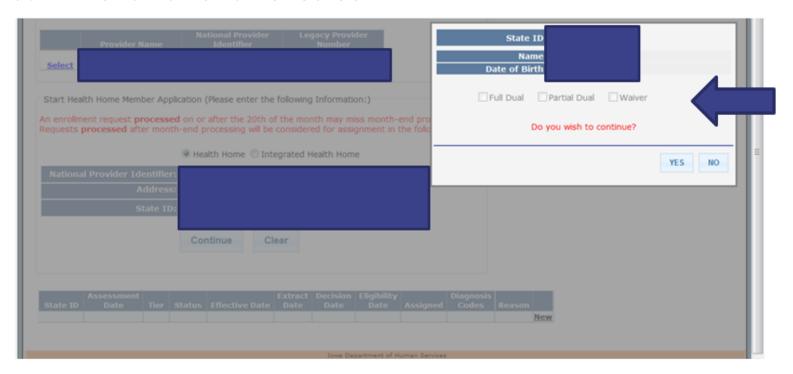## (continued)

- **Click New**

- **Verify State ID**

Member Enrollment Request
(continued)

- Identify that the State ID matches the patient's name and DOB.

Member Enrollment Request
(continued)

- Please notice the buttons under the demographics. If the patient is under any waivers, they will be filled in and this will require confirmation on another screen.
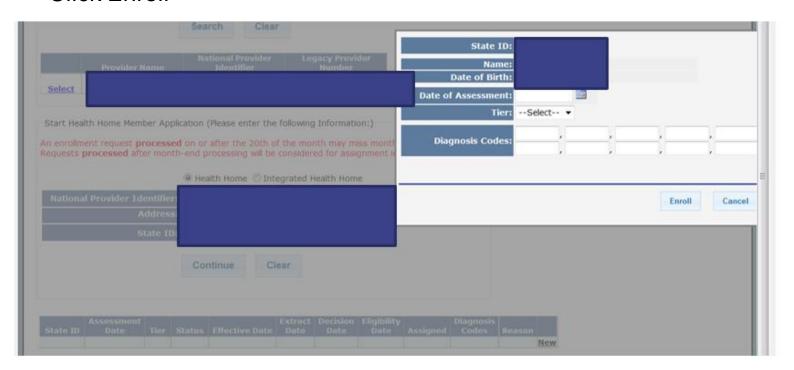
Member Enrollment Request
(continued)

- If the member has a case manager this screen will display. It the member has CMH Waiver or Habilitation, the IHH is the case manager. If this appears please read the disclosure and select yes to continue.

- This disclosure means that you're agreeing that you will, at minimum, make quarterly contact with the case manager to ensure nonduplication of services. In most all cases, the case manager is the Integrated Health Home.

Member Enrollment Request
(continued)

- Enter Assessment Date
- Enter Tier
- Enter Relating Diagnosis Code(s)
- Click Enroll

Member Enrollment Request
(continued)

You have just submitted an enrollment request.

- An enrollment request must be extracted and then processed before final approval of eligibility is established. Month end processing occurs roughly around the 20th of each month (except February).

- An enrollment request can be:
  - Eligible for enrollment and not assigned by the month end process
  - Eligible for enrollment and assigned to the health home by the month end process
  - Not eligible for enrollment at this point in time
  - Pending enrollment. A pending enrollment request is where an existing request for assignment has not been finalized.

Month End Dates 2022
5th Business day before the end of the Month.

- January 24, 2022
- February 22, 2022
- March 25, 2022
- April 22, 2022
- May 24, 2022
- June 24, 2022

- July 25, 2022
- August 25, 2022
- September 26, 2022
- October 25, 2022
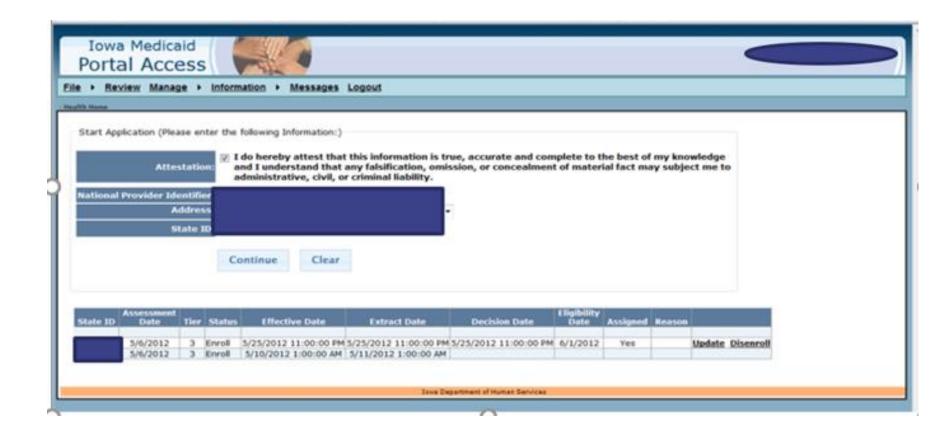- November 23, 2022
- December 26, 2022

Department of **HUMAN SERVICES**

Member Enrollment Request
(continued)

- To finish this enrollment; complete the attestation and provide the remaining information.
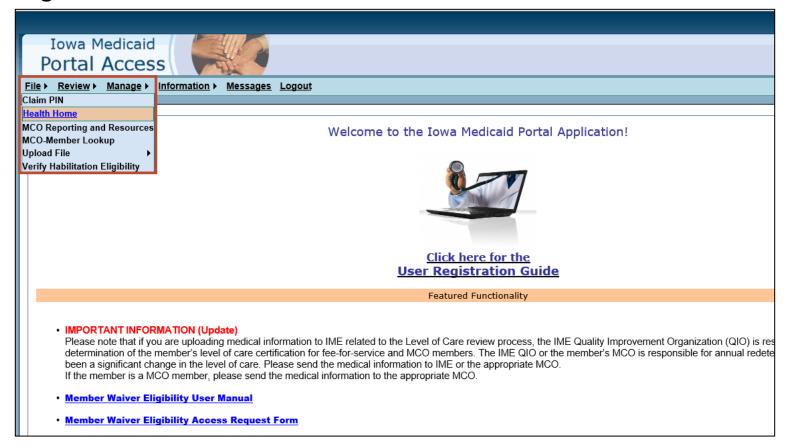
Enrollment Complete!

IMPA Training

Updating an Assessment and/or Tier Change
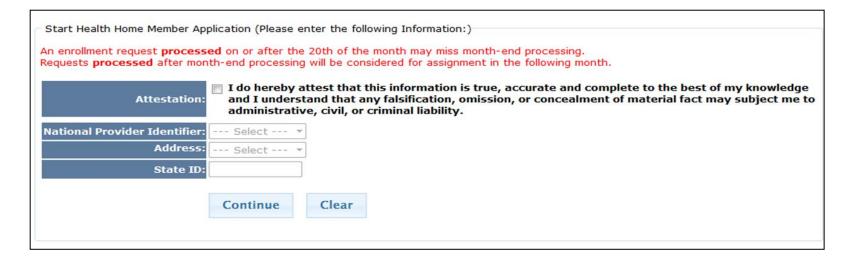
Updating an Assessment and/or Tier Change

- Log into IMPA, hover over File and select Health Home.

Updating an Assessment and/or Tier Change
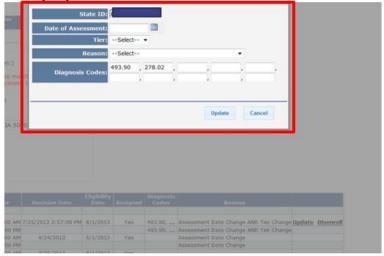## (continued)

- Enter State ID
- Click Search
- Click Select

Start Health Home Member Application (Please enter the following Information:)

An enrollment request **processed** on or after the 20th of the month may miss month-end processing.
Requests **processed** after month-end processing will be considered for assignment in the following month.

Attestation:	☐ I do hereby attest that this information is true, accurate and complete to the best of my knowledge and I understand that any falsification, omission, or concealment of material fact may subject me to administrative, civil, or criminal liability.
National Provider Identifier:	--- Select --- ▾
Address:	--- Select --- ▾
State ID:	

Continue   Clear

Updating an Assessment and/or Tier Change (continued)

- ## Click Update

State ID	Assessment Date	Tier	Status	Effective Date	Extract Date	Decision Date	Eligibility Date	Assigned	Reason	
	31/2012	1	Enroll	7/25/2012	7/26/2012 7:55:00 AM	7/25/2012	8/1/2012	Yes		Update Disenroll
	31/2012	1	Enroll	6/23/2012	6/25/2012 2:00:00 PM	6/23/2012	7/1/2012	Yes		
	31/2012	1	Enroll	6/12/2012 9:42:55 AM	6/12/2012 1:00:00 PM					

- ## Enter Date of Assessment, Tier, Reason, and related diagnosis code(s).

Updating an Assessment and/or Tier Change (continued)

- The reason drop down menu has the selections of:
  - Tier Change
  - Assessment Date Change
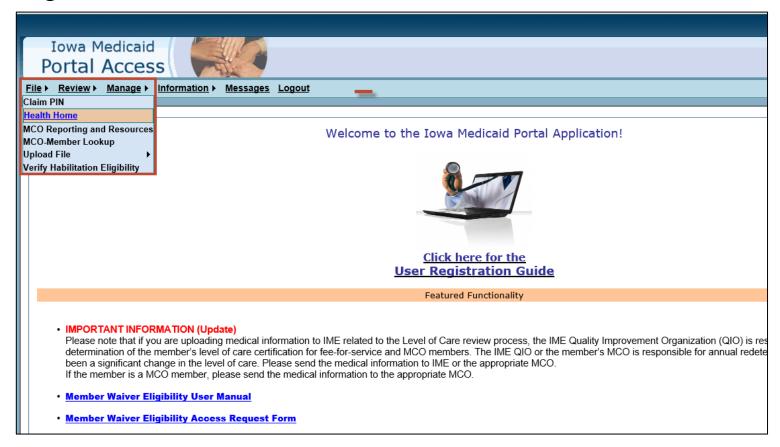 - Assessment Date and Tier Change.

IMPA Training

Member Disenrollment

How to Disenroll a Patient

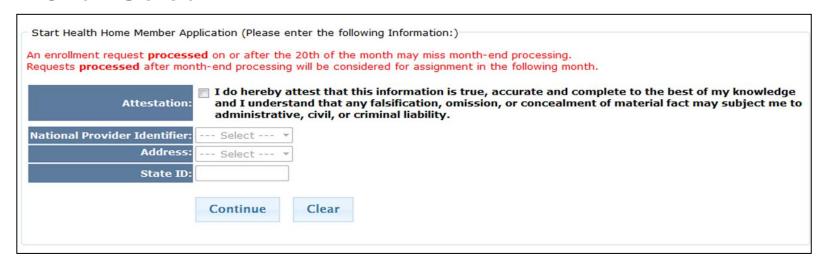- Log into IMPA, hover over *File* and select *Health Home*
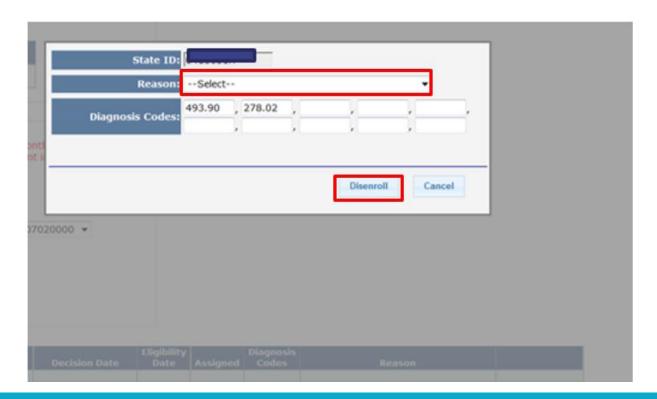
How to Disenroll a Patient

(Continued)

- Enter State ID
- Click Search
- Click Select

How to Disenroll a Patient
(Continued)

- Click Reason
- Click Disenroll

Reasons for Disenrollment

- Member Requested
  - A member can request to dis-enroll from the program as this is a voluntary program to participate in.
- Provider Requested
  - A provider can request disenrollment on behalf of a member.
- Death
- Failure to comply to Policy
  - This would be when a member is not abiding by the agreement they signed with the provider. The provider can dis-enroll them.
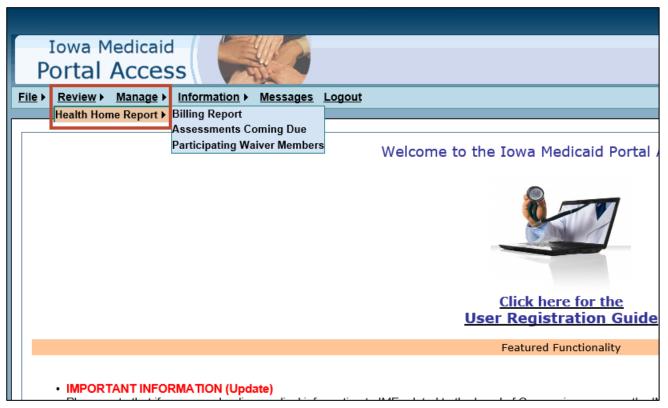
IMPA Training

Available Reports

Available Reports

- Login to IMPA, hover over Review, click Health Home Reports:

Available Reports
(continued)

- Billing Report

- Assessment Coming Due

- Member Roster Report
    - The Assigned report
    - The Unassigned report
    - Not Processed report
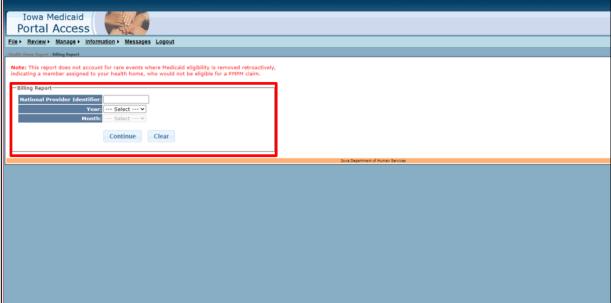
- Participating Waiver Members Report

Available Reports
(continued)

Billing Report

- The current report provides information on all your members enrolled in the program.

- Enter in the National Provider Number, the year and the month.
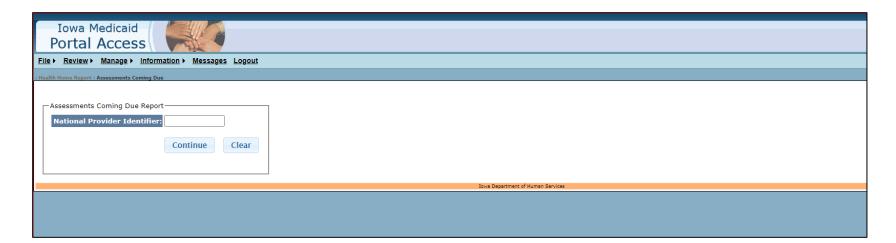
Available Reports
(continued)

Assessments Coming Due

- The assessment coming due report will provide the state IDs that are currently enrolled in Medicaid and have an assessment coming due within the next 3 months.

- Enter your organization's NPI number and click continue.

Available Reports
(continued)

Member Roster Report

- This report has 3 different options for selection.

- Using the radio button at the top chose Integrated Heath Home

- Choose address – click tab or enter

- Enter the start and ending dates for the report.

- Using the radio buttons chose Assigned, Unassigned, or Not Processed

Available Reports
(continued)

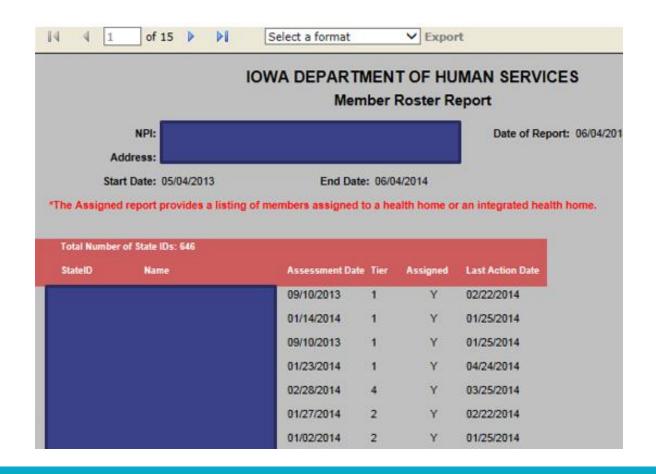### Assigned Member Roster Report

Provides a listing of members currently assigned to a health home or an integrated health home.

The information provided on this report are:

- State ID
- Name
- Assessment Date
- Tier
- Assigned
- Last Action Date

Available Reports
(continued)

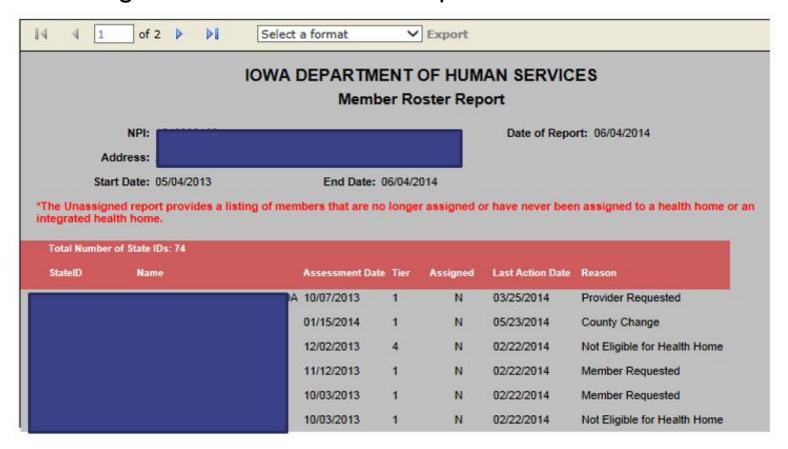- Assigned Member Roster Report

Available Reports
(continued)

Unassigned

Provides a listing of members that are no longer assigned or have never been assigned to a health home or an integrated health home.

- The information provided on this report are:
  - State ID
  - Name
  - Assessment Date
  - Tier
  - Assigned
  - Last Action Date
  - Reason

Available Reports
(continued)

- Unassigned Member Roster Report

				Select a format	∨	Export

IOWA DEPARTMENT OF HUMAN SERVICES

Member Roster Report

NPI:

Address:

Date of Report: 06/04/2014

Start Date: 05/04/2013   End Date: 06/04/2014

*The Unassigned report provides a listing of members that are no longer assigned or have never been assigned to a health home or an integrated health home.

Total Number of State IDs: 74

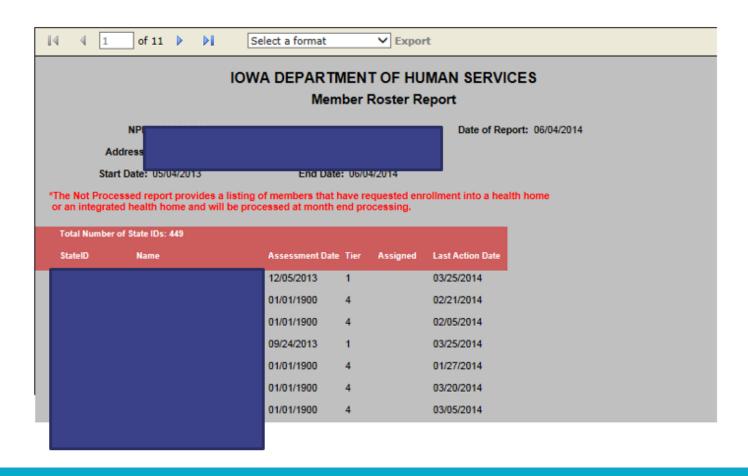| StateID	Name	Assessment Date	Tier	Assigned	Last Action Date	Reason
		10/07/2013	1	N	03/25/2014	Provider Requested
		01/15/2014	1	N	05/23/2014	County Change
		12/02/2013	4	N	02/22/2014	Not Eligible for Health Home
		11/12/2013	1	N	02/22/2014	Member Requested
		10/03/2013	1	N	02/22/2014	Member Requested
		10/03/2013	1	N	02/22/2014	Not Eligible for Health Home

Available Reports
(continued)

Not Processed Member Roster Report

Provides a listing of members that have requested enrollment into a health home or an integrated health home and will be processed at month end processing. Approximately 6 business days before the end of each month.

- The information provided on this report are:
  - State ID
  - Name
  - Assessment Date
  - Tier
  - Assigned
  - Last Action Date

Available Reports
(continued)

Unprocessed Member Roster Report

Available Reports
(continued)

Participating Waiver Members Report

This report provides users with a listing of eligible and enrolled members that are also participating in an active waiver program along with their case manager contact information. The information provided in this report is for the current month only.

Use the radio button to select Integrated Health Home

Enter: NPI

Enter: Address

Click: Continue

Available Reports
(continued)

- Participating Waiver Report

IMPA Training

Uploading Documentation for
Chart Reviews

Uploading Documentation

- Login to IMPA

- Hover Over File Upload File

- Select Health Home

Uploading Documentation
(continued)

- Choose Group Name, expand Upload Files, File Type and choose the file to Upload. Once it is selected Click on 'Upload'. Description is optional.
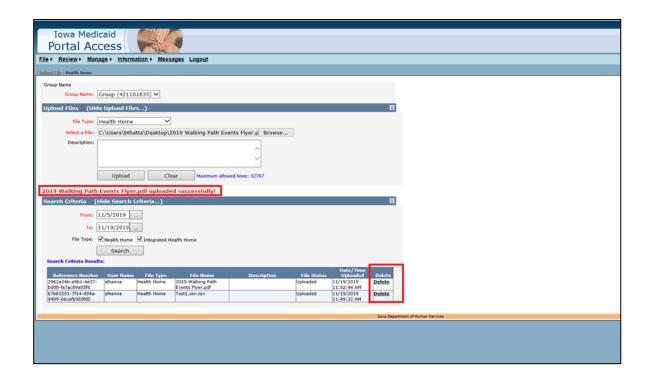
Uploading Documentation
(continued)

- Only two type files can be uploaded now - csv and pdf files. When trying to upload file types other than csv and pdf, you will receive an error message.

Uploading Documentation
(continued)

- If you upload documentation in error, use the delete option shown below

Questions?

Medicaid Health Home Program:

Healthhomes@dhs.state.ia.us

http://www.ime.state.ia.us/Providers/healthhome.html